

PTO/SB/21 (09-04)

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**TRANSMITTAL  
FORM**

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

24

Application Number

10/753,702

Filing Date

January 7, 2004

First Named Inventor

Joseph Salesky

Art Unit

2155

Examiner Name

Unknown

Attorney Docket Number

PA2854US

**ENCLOSURES (Check all that apply)**

<input checked="" type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
<input checked="" type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input type="checkbox"/> Amendment/Reply	<input checked="" type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Power of Attorney, Revocation	<input type="checkbox"/> Status Letter
<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Change of Correspondence Address	<input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):
<input type="checkbox"/> Express Abandonment Request	<input type="checkbox"/> Terminal Disclaimer	1) Confirmation Postcard;
<input type="checkbox"/> Information Disclosure Statement	<input type="checkbox"/> Request for Refund	2) Statement in Support of Petition to Make Special with attachments;
<input type="checkbox"/> Certified Copy of Priority Document(s)	<input type="checkbox"/> CD, Number of CD(s) _____	3) Duplicate copy of Petition
<input type="checkbox"/> Reply to Missing Parts/Incomplete Application	<input type="checkbox"/> Landscape Table on CD	
<input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53		
<b>Remarks</b> Total page number does not include postcard.		

**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

Firm Name	Carr & Ferrell LLP	Cust. No. 22830
Signature		
Printed name	Susan Yee	
Date	January 11, 2005	Reg. No. 41,388

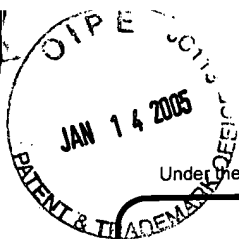
**CERTIFICATE OF TRANSMISSION/MAILING**

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:

Signature			
Typed or printed name	Susan Yee, Reg. No. 41,388	Date	January 11, 2005

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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**PETITION FEE**  
**Under 37 CFR 1.17(f), (g) & (h)**  
**TRANSMITTAL**☐ (Fees are subject to annual revision)Send completed form to: Commissioner for Patents  
P.O. Box 1450, Alexandria, VA 22313-1450

Application Number	10/753,702
Filing Date	January 7, 2004
First Named Inventor	Joseph Salesky
Art Unit	Unknown
Examiner Name	2155
Attorney Docket Number	PA2854US

**Enclosed is a petition filed under 37 CFR 1.102 that requires a processing fee (37 CFR 1.17(f), (g), or (h)). Payment of \$ 130.00 is enclosed.**

This form should be included with the above-mentioned petition and faxed or mailed to the Office using the appropriate Mail Stop (e.g., Mail Stop Petition), if applicable. For transmittal of processing fees under 37 CFR 1.17(i), see form PTO/SB/17i.

**Payment of Fees** (small entity amounts are NOT available for the petition fees)☒ The Commissioner is hereby authorized to charge the following fees to Deposit Account No. 06-0600:☐ petition fee under 37 CFR 1.17(f), (g) or (h) ☒ any deficiency of fees and credit of any overpayments

Enclose a duplicative copy of this form for fee processing.

☒ Check in the amount of \$ 130.00 is enclosed.☐ Payment by credit card (Form PTO-2038 or equivalent enclosed). Do not provide credit card information on this form.**Petition Fees under 37 CFR 1.17(f): Fee \$400 Fee Code 1462**

For petitions filed under:

- § 1.53(e) - to accord a filing date.
- § 1.57(a) - to accord a filing date.
- § 1.182 - for decision on a question not specifically provided for.
- § 1.183 - to suspend the rules.
- § 1.378(e) - for reconsideration of decision on petition refusing to accept delayed payment of maintenance fee in an expired patent.
- § 1.741(b) - to accord a filing date to an application under § 1.740 for extension of a patent term.

**Petition Fees under 37 CFR 1.17(g): Fee \$200 Fee Code 1463**

For petitions filed under:

- § 1.12 - for access to an assignment record.
- § 1.14 - for access to an application.
- § 1.47 - for filing by other than all the inventors or a person not the inventor.
- § 1.59 - for expungement of information.
- § 1.103(a) - to suspend action in an application.
- § 1.136(b) - for review of a request for extension of time when the provisions of section 1.136(a) are not available.
- § 1.295 - for review of refusal to publish a statutory invention registration.
- § 1.296 - to withdraw a request for publication of a statutory invention registration filed on or after the date the notice of intent to publish issued.
- § 1.377 - for review of decision refusing to accept and record payment of a maintenance fee filed prior to expiration of a patent.
- § 1.550(c) - for patent owner requests for extension of time in ex parte reexamination proceedings.
- § 1.956 - for patent owner requests for extension of time in inter partes reexamination proceedings.
- § 5.12 - for expedited handling of a foreign filing license.
- § 5.15 - for changing the scope of a license.
- § 5.25 - for retroactive license.

**Petition Fees under 37 CFR 1.17(h): Fee \$130 Fee Code 1464**

For petitions filed under:

- § 1.19(g) - to request documents in a form other than that provided in this part.
- § 1.84 - for accepting color drawings or photographs.
- § 1.91 - for entry of a model or exhibit.
- § 1.102(d) - to make an application special.
- § 1.138(c) - to expressly abandon an application to avoid publication.
- § 1.313 - to withdraw an application from issue.
- § 1.314 - to defer issuance of a patent.

  
\_\_\_\_\_  
Signature  
Susan Yee  
\_\_\_\_\_  
Typed or printed name

January 11, 2005

\_\_\_\_\_  
Date

41,388

\_\_\_\_\_  
Registration No., if applicable

This collection of information is required by 37 CFR 1.17. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 5 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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IN THE  
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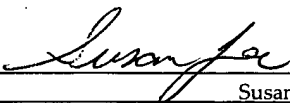
APPLICANT(S): Joseph Salesky et al.  
TITLE: Real-Time, Multi-Point, Multi-Speed, Multi-Stream  
Scalable Computer Network Communications System  
APPLICATION NO.: 10/753,702  
FILING DATE: January 7, 2004  
CONFIRMATION NO.: 8748  
EXAMINER: Unknown  
ART UNIT: 2155  
ATTY.DKT.NO.: PA2854US (New)

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CERTIFICATE OF MAILING

I hereby certify that this paper is being deposited with the United States Postal Service as first class mail, postage prepaid, in an envelope addressed to: Mail Stop Petition, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date printed below:

Date: January 11, 2005

  
\_\_\_\_\_  
Susan Yee

Mail Stop Petition  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**PETITION TO MAKE SPECIAL BECAUSE OF ACTUAL INFRINGEMENT UNDER  
37 C.F.R. § 1.102 AND M.P.E.P. § 708.02 (II)**

**1. Petition**

Applicants hereby petition the Commissioner to make the above-identified patent application (hereinafter the "Application") special because of actual infringement. To Applicants' knowledge, the Application has not received any examination by the Examiner.

01/18/2005 EABUBAK1 00000008 10753702

01 FC:1464

130.00 0P

**2. Accompanying Material**

Accompanying this petition is a Statement by Applicants in Support of Petition To Make Special Because of Actual Infringement and corresponding copies of web pages from the Placeware website. Applicants believe that the Statement meets the requirements set forth in M.P.E.P. § 708.02 (II).

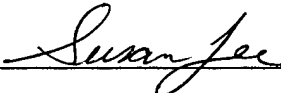
**3. Fee**

A check in the amount of \$130.00 is enclosed to cover the fee for this petition required by 37 C.F.R. 1.17(h). The Commissioner is authorized to charge any deficiency in the payment of the required fee or credit any overpayment to Deposit Account 06-0600. A copy of this statement is submitted in duplicate for this purpose.

Respectfully submitted,

Joseph Salesky et al.

Dated: January 11, 2005

By: 

Susan Yee, Reg. No. 41,388  
Carr & Ferrell, LLP  
2200 Geng Road  
Palo Alto, CA 94303  
Tel: (650) 812-3476  
Fax: (650) 812-3444



IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT(S): Joseph Salesky et al.

TITLE: Real-Time, Multi-Point, Multi-Speed, Multi-Stream  
Scalable Computer Network Communications System

APPLICATION NO.: 10/753,702

FILING DATE: January 7, 2004

CONFIRMATION NO.: 8748

EXAMINER: Unknown

ART UNIT: 2155


ATTY.DKT.NO.: PA2854US (New)

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Date: January 11, 2005

  
\_\_\_\_\_  
Susan Yee

Mail Stop Petition  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**PETITION TO MAKE SPECIAL BECAUSE OF ACTUAL INFRINGEMENT UNDER  
37 C.F.R. § 1.102 AND M.P.E.P. § 708.02 (II)**

**1. Petition**

Applicants hereby petition the Commissioner to make the above-identified patent application (hereinafter the "Application") special because of actual infringement. To Applicants' knowledge, the Application has not received any examination by the Examiner.

**2. Accompanying Material**

Accompanying this petition is a Statement by Applicants in Support of Petition To Make Special Because of Actual Infringement and corresponding copies of web pages from the Placeware website. Applicants believe that the Statement meets the requirements set forth in M.P.E.P. § 708.02 (II).

**3. Fee**

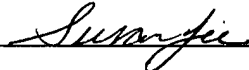
A check in the amount of \$130.00 is enclosed to cover the fee for this petition required by 37 C.F.R. 1.17(h). The Commissioner is authorized to charge any deficiency in the payment of the required fee or credit any overpayment to Deposit Account 06-0600. A copy of this statement is submitted in duplicate for this purpose.

Respectfully submitted,

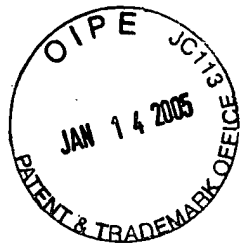
Joseph Salesky et al.

Dated: January 11, 2005

By: \_\_\_\_\_



Susan Yee, Reg. No. 41,388  
Carr & Ferrell, LLP  
2200 Geng Road  
Palo Alto, CA 94303  
Tel: (650) 812-3476  
Fax: (650) 812-3444



IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANTS: Joseph Salesky et al.

SERIAL NO.: 10/753,702

FILING DATE: January 7, 2004

TITLE: Real-Time, Multi-Point, Multi-Speed, Multi-Stream  
Scalable Computer Network Communications System

CONFIRMATION NO.: 8748

EXAMINER: Unknown

ART UNIT: 2155

ATTY.DKT.NO.: PA2854US (Amended)

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STATEMENT BY APPLICANT IN SUPPORT OF PETITION TO MAKE SPECIAL  
BECAUSE OF ACTUAL INFRINGEMENT (M.P.E.P. § 708.02 (II))

1. I am an inventor and applicant for the above-identified patent application (hereinafter the "Application").
2. On information and belief, Placeware, Inc. of Mountain View, California currently makes, offers for sale and sells in the United States the Microsoft Office Live Meeting product (hereinafter the "Product"). I have attached hereto copies of web pages from the Placeware website ([www.placeware.com](http://www.placeware.com)) that describe the functions and capabilities of the Product.
3. I have made a rigid comparison of the Product, as described in the attachment, with the claims of this Application. Based on this comparison, I hold the opinion that at least claims 23, 33, 43 and 46 of the Application are unquestionably infringed by the Product.

4. I have a good knowledge of the pertinent prior art. All material prior art references were provided to the Examiner in connection with Information Disclosure Statements filed on May 13, 2004 and December 13, 2004.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Date:

Jan 6<sup>th</sup> 2005

  
Peter Madams



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## What is Web Conferencing?

Web conferencing technology allows your business to connect large or small groups of people in a variety of diverse locations—so you can do more, more efficiently, for less money.

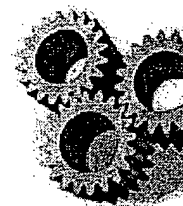
You can train new hires or conduct an all hands meeting simultaneously in every one of your offices around the globe. Or launch a new product in one day—across the country. And you can do all this and more, in groups of two or 2500, live with PlaceWare Conference Center—much faster and at a fraction of the cost you'd pay for travel.

With no additional hardware or software to buy, you won't have to invest a lot of money up front. All you need is a phone, a PC with an Internet connection and a browser and you're ready to go.

With this minimal initial costs and huge potential for saving PlaceWare offers an impressive return on your investment.  
[check out our online demos](#) to learn more.

## WHY PLACEWA

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[why PlaceWare](#)  
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## Meeting Environments

Whether you are planning a large presentation or a small working meeting, PlaceWare Conference Center has just the features and functions you need to make your meetings work. [The Auditorium Place](#) is perfect for training and seminars of up to 2500 participants, while the [Web Meeting Place](#) was designed for smaller collaborative groups.

**Auditorium Place** Planning a large event with many attendees? The Auditorium Place environment is specifically designed to accommodate up to 2500 participants. So whether you're holding a training seminar, a marketing event or a huge sales conference, you can accommodate the people and the places you need to get the job done.

The Auditorium Place:

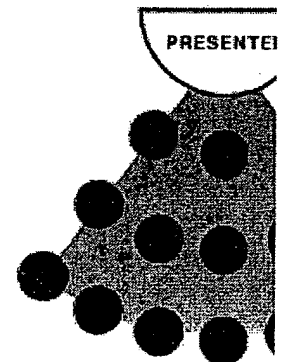
- Enables multiple presenters or content experts to simultaneously present to a large group of attendees. Any of these presenters can instantly become an active presenter and drive the presentation without having to pass control back and forth
- Any of the presenters, content experts or moderators can answer textual questions during the presentation to help participants get the information they need quickly and conveniently. Attendees can get private replies (to keep others focused) or you can use "Post to All" to display all questions and answers
- Train thousands of people at once. Connect up to 2500 live groups, sessions or independent learners simultaneously-in a single session
- Seating chart and feedback indicators inside the console give instant feedback to presenters to help pace the session or highlight individual needs
- PlaceWare's architecture and login capabilities provide the most secure application-sharing environment on the market with:
  - Three levels of access control for meetings
  - Content encryption
  - Seven layers of security

Plus, no plug-ins are necessary for attendees!

The Auditorium place also offers:

**PLACEWARE  
SERVICE!**

[PlaceWare.com](#)  
[enterprise](#) [h](#)  
[departmenta](#)  
[features and](#)  
 ■ [meeting](#)



- Application and desktop sharing and viewing
- Annotation tools
- Microsoft® Outlook® integration
- Printing
- One-Touch record and playback
- Attendance reports
- Web Tour

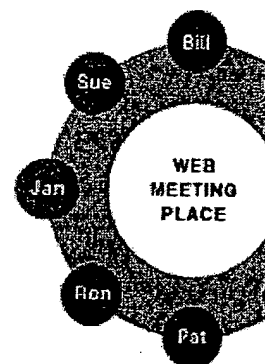
Learn more about The Auditorium Place. See our [Quick Start Guides](#).

#### Web Meeting Place

For smaller, interactive sales, marketing, training or learning groups, the Web Meeting Place environment is designed with advanced collaboration features for these smaller working meetings.

#### The Web Meeting Place:

- Makes it possible to collaborate with external teams or conduct weekly sessions such as virtual status meetings.
- Allows participants to deliver presentations, share applications, or collaborate using text and whiteboard tools in a collaborative and highly interactive, live environment. Presenters remain in control at all times and can share or take back the controls at any time.
- Enables participants to collaborate online. Team members can visit the online rooms at any time and add materials or review prior meeting notes, electronic flip charts, presentations, or comments—safely and securely.



In addition, The Web Meeting Place gives you:

- The ability to show and share any application, document, graphics, or illustrations
- Annotation tools
- Integrated 2-way instant messaging
- Web Slides
- Whiteboards
- Web Tour
- Printing and handout capabilities (in PDF format)

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## WHY PLACEWA

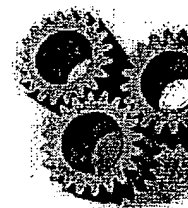
### Why PlaceWare Web Conferencing

Why choose PlaceWare for your web conferencing solutions? With real-time visuals, audio and interactivity in a completely secure environment, PlaceWare web conferencing can reduce costs, build relationships and accelerate response times while delivering measurable results almost immediately!

[what is web co](#)
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[success stories](#)

PlaceWare web conferencing offers unparalleled:

- [Reliability](#)
- [Security](#)
- [Scalability](#)
- [Experience & Customer Focus](#)
- [Ease-of-Use](#)
- [Flexibility](#)
- [Technical Architecture](#)
- [Availability](#)
- [Developer Integration Support](#)
- [One-Touch Recording & Playback](#)



#### Reliability

PlaceWare has delivered more than 2 million seat hours to date with over 114,000 individuals attending online events produced by our professional services division last year. PlaceWare's leadership in dial-tone reliability is a direct result of its network infrastructure design. For the month of August, 2001, PlaceWare achieved 99.999 percent uptime. To the user, this represents a window of less than 27 seconds during the entire month when the PlaceWare service may have been interrupted or unavailable.

#### Security

PlaceWare takes the security of your online meetings very seriously. Our services have been designed with built-in security features including Meeting Passwords, Access control lists with username/password pairs and open meetings. And for highly secure events, PlaceWare offers SSL encrypted sessions through our Event Services Division. SSL meetings for hosted subscriptions will be available in Q2 2001, allowing customers the convenience and flexibility of spontaneously scheduling SSL meetings as needed. In addition, our [iVault hosting infrastructure](#) provides the highest level of security and reliability in the industry for delivering real-time,

Interactive presentations.

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#### Scalability

PlaceWare offers the industry's most scalable conferencing solution, capable of reliably supporting multiple presenters, accounts, concurrent meetings and events, attendees and offices. Whether it's a small collaborative meeting or an online event for up to 2500 participants, we have the technology to meet your needs. Many customers use PlaceWare to conduct product rollouts, corporate announcements, and training deliveries with more than 1500 participants.

#### Experience & Customer Focus

With more than 2.75 million seat hours delivered to date and over 114,000 individuals attending online events produced by our client services division last year, PlaceWare has the proven expertise to ensure the most effective business communications available on the web. We are the only company who delivers distinctive customer focused web conferencing services to significantly improve business communications.

#### Ease-of-Use

PlaceWare delivers distinctly customer-focused solutions to significantly improve Business Communications. Instant on, with nothing to deploy, with PlaceWare, there are no plug-ins required for attendees. Just log in to the conference and go. Our elegant, intuitive interface allows customers to start using PlaceWare like a pro from the very first time they log on.

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#### Flexibility

PlaceWare is the only web conferencing provider that can deliver tailor-made online services for both small collaborative meetings and large-scale events or conferences. So whether you need to train a team of 2500 or collaborate with a core group of only a couple, we have the solution for you. PlaceWare is the only web conferencing provider to offer two unique Virtual Environments, within a single web conferencing service:

- Auditorium Places—designed to host large-scale, structured events and conferences, featuring a Q&A Manager that allows multiple moderators to handle questions while freeing the presenter to focus exclusively on delivering the presentation and an Audience Seating Chart and Mood Indicator that allow your audience to interact during the meeting and provide instantaneous feedback to the presenter without disrupting the presentation for the other attendees.
- Web Meeting Places—designed to replicate the highly collaborative work environments of small meetings, featuring collaborative annotation tools, application and desktop sharing, private chat

capabilities and more.

Both of these environments are delivered under the umbrella of a single service with a common URL, a shared meeting calendar, streamlined user management and administrative reporting.

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#### Technical Architecture

PlaceWare maintains more than 150 servers in data centers located around the world. In addition to providing security and scalability, these data centers offer load balancing, redundant (n+1) equipment, no single point of failure, and multiple network connections to various network providers. Redundant equipment and spares accommodate peak load capacity issues. To minimize adverse affect in the event that a presenter's computer or Internet connection may crash:

- Multiple presenters can simultaneously conduct a meeting, so if one presenter experiences a computer or Internet connection problem, other presenters can continue running the meeting
- Presenters can upload their content to the PlaceWare service, where it remains in the password-protected meeting area until deleted and can be accessed from any computer connection. So if a presenter's computer crashes, any other computer with an Internet connection can be used to drive the meeting instead

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#### Availability

Whether presenters want to present directly from their desktop or keep their presentation materials safe, secure and centralized so they can present while on the road, PlaceWare conferencing can accommodate their needs. Presenters can present from their own desktop or store materials on PlaceWare's highly secure network. Once content is uploaded to the PlaceWare site, presenters can log on from any system. And presenters can always go back to a meeting or event to reuse materials, see notes that have created, or edit presentations. At any time in the meeting, presenters can open and present a document, or demonstrate an application to remote participants—a capability that offers flexibility, mobility and total security.

#### Developer Integration Support

PlaceWare's APIs allow our customers to create completely custom Conference Center front-ends for:

- Meeting scheduling
- Meeting query and searching

- Meeting altering
- Meeting reporting

Our APIs—the "ultimate in Conference Center branding"—allow experienced developers to quickly and easily create a front-end to the PlaceWare system. And coming soon: Organizer creation APIs that will allow our customers to synchronize users and members with pre-existing directory and LDAP servers.

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#### One-Touch Recording & Playback

The PlaceWare Replay™ service allows organizations of all sizes to quickly and easily record any session without the need for special hardware or software. Replay captures every aspect of the live session including:

- PowerPoint slides and annotations
- Live demonstrations of applications
- Audience polls
- Text and whiteboard slides
- Web pages

You can also capture audio on the PlaceWare server without special telephony equipment. The software simply calls into the conference line or directly to an individual's telephone to record the audio portion of the session. Following the session, the presenter can provide a link to the high-quality recording, which is streamed off PlaceWare's servers and displayed using Microsoft Media Player, a standard application that ships with Windows.

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## Virtual Classroom Features and Functionality

PlaceWare Virtual Classroom offers a highly interactive virtual learning environment that lets you bring training to individuals across the globe with just a web browser and Internet connection. PlaceWare means compelling, content rich training sessions that engage participants, sharpen their skills, enhance their knowledge, all with the convenience of not having to travel.

## PLACEWARE SERVICE!

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### Extensive Content Capabilities

Show, annotate, distribute and re-use your learning resources all in the live, PlaceWare Virtual Classroom learning environment. With PlaceWare you can incorporate a wide range of learning content types, ensuring a compelling and rich learning experience. And once you are done with your training session, re-use all of the content in your next delivery without having to prepare the learning environment.

- Support for Rich Multimedia Content
  - Word, Excel, PowerPoint, PDF documents and PowerPoint animations can all be shared with learners enabling the instructor to display, distribute, and re-use learning resources.
    - What do I do with it?
    - Instructors can show various types of documents during the live session, providing rich resources to learners. Instructors can transfer the learning resources to learners during the live session. Instructors can also grant learners the privilege of browsing and downloading from a repository of learning resources, providing them with valuable reference materials after the training session.
- Design once, reuse many content
  - Learning content and resources loaded into the PlaceWare



Virtual Classroom remains within the room environment after the training session enabling instructors to easily re-use the session content in future deliveries.

- What do I do with it?
- Any time you may deliver the same training session more than once, this saves you set-up time since your learning content already uploaded in a secure environment and ready to go. Also, any instructor can deliver the training from any computer connection without be required to have the learning content drive from their computer.
- Support for Video, Images, Streaming Video and Animations
  - Deliver compelling training by incorporating Flash, Shockwave files, live video, GIF & JPEG image files, and other multimedia content. All resources are simply uploaded to the PlaceWare Virtual Classroom (or can be placed on websites that learners can be directed to during the training session). Uploaded files can also be downloaded by learners for review after the live session.
    - What do I do with it?
    - Make your training session lively, interactive, and engaging with Flash movies or simulations.
    - Take advantage of the resources your department has already developed
    - Show valuable information not available in documents
    - Create some excitement in your training sessions!
- Compelling White Boarding Capabilities
  - PlaceWare takes white boarding to a new level by providing you with an extensive white boarding capability offering multiple colors, shapes, and sizes that can be cut, pasted, moved, or aligned together.
    - What do I do with it?
    - Illustrate information to participants
    - Annotate directly on PlaceWare Snapshots of any application or document
    - Draw attention to information on PowerPoint Slides
    - Even turn annotate controls over to learners enabling them to be hands-on
- PowerPoint Animated Slides
  - Upload and display animated PowerPoint slide sets, providing learners with a compelling presentation of information
    - What do I do with it?
    - Enhance the delivery of information
    - Make your learning interactive and engaging
    - Impress your participants!

### **Show and Share Anything**

Show anything and share anything with remote audiences. Whether

you're conducting technical training on a new CRM system or simply training customers on how to use your products, PlaceWare provides the best way to help you communicate to customers, partners, colleagues, and global audiences.

- Application sharing

- Broadcast any visuals, applications, Web sites, Web pages, documents, or software to remote participants in real-time. Learners will be able to virtually "look over your shoulder" and see exactly what you are doing including all of your mouse movements and keyboard inputs, as if the application is running on their computers. Present live from your desktop. Show anything on your computer instantly to remote audiences. With Application sharing, share control of any application on your system to your learners. PlaceWare's application sharing is safe and secure. Learners do not need to install any software to participate, making it fast and easy to get into sessions.

- What do I do with it?
- In training, we often think of "tell, show, and do" as the sequence of training. PlaceWare view sharing enables you to "Show" learners how to complete the desired activity, while application sharing enables learners to "Do" by getting hands-on with the instructor while others watch and learn from the participant's successes and failures. As an instructor, can also your learners on a virtual tour of software or through any Web site and demonstrate customized applications to provide training or assistance quickly and easily.

- Web Touring

- Take learners to any live Web site or Web form where each participant can click on links, fill out forms/assessments, or use interactive media. Add interactive Web slides to your presentation quickly and easily by entering the URL. Preview feature allows presenter to see page before it's published to your audience. Use Web slides to add Flash and other animations to your presentation. With the click of a mouse, presenters can always bring attendees back to the main presentation.

- What do I do with it?
- Familiarize learners with web-based applications and resources
- Deliver learners directly to live web pages for with additional resources
- Deliver quizzes and assessments within the live session
- Enable learners to view live video feeds
- Make learning engaging and interactive

- Snapshots

- Easily capture an image (or snapshot of any application or document) that resides on your computer and show it to participants. Once you have made a SnapShot, use annotation tools to highlight information quickly and conveniently.
  - What do I do with it?
  - Quickly incorporate images of any document or application
  - Show an image of an application illustrating with movable annotations on top of the image
  - Rapidly develop and update training presentations by easily grabbing appropriate presentation materials.

### **Rich Interactivity**

- Integrated VOIP and Telephony
  - Integrating full-duplex VOIP within the Virtual Classroom provides cost savings and enables participants with just an Internet connection to fully participate in a PlaceWare Virtual Classroom training session. PlaceWare offers unlimited use of VOIP at one flat monthly fee. And while other providers offer VOIP, only PlaceWare offers a premium VOIP service that also combines telephone conferencing enabling participants to connect to the same conference by either a telephone or PC.
- Polling and Quizzing
  - Test your learners and receive instant feedback with real-time polling. Display the question for all learners and view the results live as they respond. The results are tallied dynamically and can be displayed on an aggregate level to all participant. Show the results as they come in or keep them hidden from audience view. At the end of the session, you can review the results in report .
- Instant Learner Feedback
  - You can create a customized mood indicator to allow participants to give you continuous feedback on the event. Create your mood indicator from the URL/Content Management tab by clicking "File - New -Survey". Display the survey in the left stage target area and instruct participants to click on their response in the window
- Question & Answer manager
  - Sometimes it is hard to stop to address every question, with the question and answer manager every question can be asked and responded to without interrupting the flow of the presentation. In large sessions, a second instructor can easily moderate test questions, without interrupting the flow of the training delivery. Q&A improves information retention enabling learners to get their questions immediately answered before they fall far behind. All

questions and responses can be both printed and saved providing effective post-session resources to instructors and learners

- What do I do with it?
- Invite subject matter experts from multiple locations to contribute valuable information
- Provide instant information back to learners
- Use Q&A information to create an FAQ guide or critique your training delivery
- Threaded Discussions
  - Sometimes it is useful to allow learners to exchange thoughts and ideas. PlaceWare enables learners to make text comments and respond in a threaded discussion format enhancing the learning experience
- Group Chat, Private Chat, & Subgroup Chat
  - Allowing learner to learner interactivity is extremely valuable in virtual training. PlaceWare offers an extensive chat capabilities enabling learners to chat privately with one other individual, as a subgroup of the larger session, or as the entire group at large allowing all participants to exchange thoughts and ideas.
    - What do I do with it?
    - Use private chat to provide cues to instructors or learners
    - Use sub-group chat to enable three or more participants to discuss an issue or participate in an activity
    - Use the group chat to allow all participants to exchange ideas
    - Flexibly enable or disable chat capabilities as you see needed
- Hand Raising
  - When instructing virtually, it is important to know whether your learners have a question, would like to make a comment, or even if they are listening. PlaceWare enables learners to "raise their hands" or indicate to the instructor.
    - What do I do with it?
    - Conduct an on-the-fly poll to see "which of you has ever□?"
    - Engage learners by asking for volunteers
    - Check to see who has a question
    - Facilitation discussion by asking learners to raise their hand before speaking

### **Instructor Controls & Empowerment**

- Multiple Instructors
  - The PlaceWare Virtual Classroom can accommodate any number of instructors who can simultaneously participate in learning activities. There is no passing of the baton, just

simply jump in and train!

- Ejector Button
  - Got an unruly participant? Or perhaps the session is over but learners are still connected. As an instructor you can easily remove any participant from the session.
- Network Performance Indicator
  - Sometimes you need to know whether you have bandwidth-constrained participants. PlaceWare's network performance indicator lets you know who has a slow connection to the session making it easy for you to adjust the speed of your presentation to allow for variations in the network performance of the participants
- Break Out Capabilities
  - PlaceWare provide the tools to facilitate and manage break-out sessions, enabling sub-groups of learners to meet with their peers to exchange ideas, and collaborate toward a common objective within the live session.
- Configurable Learning Environment
  - With the countless capabilities available to instructors within the live training environment, PlaceWare provides instructors with the ability to flexibly enable and disable the tools available to learners during the training session. Chat, Q&A, access to content, annotation tools and the many other capabilities can be provided on the fly or in pre-set configurations giving the instructor the tools they want, when they want them.
- Automatic Slide Shows
  - Greet participants as they enter early with a cycling slide set that shares your instructions and session agenda. During activities or breakout sessions, cycling slides can provide additional instructions for the activity
- Count down timer
  - Sometimes we all need to take a break, but as an instructor you fear that learners might not return to the session on time. The countdown timer displays for each participant how much time remains in the break or activity enabling instructors to effectively manage time during the training session.
- Session Clock
  - How am I doing on time? Well now you can have a clock displayed in the console for only you to see to ensure that you stay on track. This valuable resource helps you to efficiently manage time during the training session.

### **Participant Capabilities**

- Learner Note Taking on Presentation Slides
  - Ever written notes on the slides presented in a traditional class session? PlaceWare Virtual Classroom allows learners to take notes on the slides being presented. Learners can

then print the slides with their notes, session annotations, and any instructor notes providing them with a valuable resource after the session ends.

- **Learner Downloading of Session Resources**
  - Sometimes you have valuable resources to share with your learners ranging from PDF, Word, Excel, and PowerPoint documents. Through PlaceWare's content manager, learner can browse and download learning resources for use after the training session
- **Passing Controls to Learner**
  - Flexibly give tools and capabilities to learners allowing them to share information and participate fully in the training session.
- **Localized for Multiple Languages**
  - Working with participants whose primary language is not English? PlaceWare enables each participant to select their desired language before entering the session, enabling them to participate in the same training session with a localized user interface.

## **Post Delivery**

- **Full Session Recording and Playback**
  - Easily capture every aspect of the live training event including application sharing, web touring, slide content with annotations, and synchronized audio with a simple click of the button. All recording takes place on our servers making it simple to record your training sessions, then simply click a link to view the recorded sessions in a Microsoft Windows Media Video file format. There's no complexity, no need for IT or Webmaster resources.
- **Content Management and File Transfer**
  - PlaceWare Virtual Classroom's content manager helps you to manage the resource that you wish to display and transfer during your live training session. Simply upload your documents and resources, and display or transfer them during the live training session. Learners can even browser the resources to view and download the resources they wish.
- **Printing**
  - Sometimes we all want a copy of the presentation. PlaceWare Virtual Classroom' printing facility enables participants to easily print copies of the slide content locally.
- **Save, Review, and Download Chat and Q&A Interactions**
  - Participant communications are a valuable component of any live learning environment. PlaceWare captures group chat and Q&A activity enabling instructors to review the information. This is often helpful for creating an FAQ document or critiquing the learning design.

- Tracking and Reporting Information
  - For each session PlaceWare captures user, attendance, and polling information to ensure easy tracking. All Q&A and group chat activity is also captured allowing instructors to review the information following the session. PlaceWare captures Questions and answers, polling results, break-out session notes, and group chat

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